

Gates & Cooper LLP

Howard Hughes Center
6701 Center Drive West, Suite 1050
Los Angeles, California 90045

RECEIVED
CENTRAL FAX CENTER

OCT 27 2005

FAX TRANSMISSION TO USPTO

TO: Commissioner for Patents
Attn: Examiner Tadesse Hailu
Patent Examining Corps
Facsimile Center
Alexandria, VA 22313-1450

FROM: Jason S. Feldmar
OUR REF.: SVL920010047US1
TELEPHONE: (310) 642-4141

Total pages, including cover letter: 15

PTO FAX NUMBER: 571-273-8300

If you do NOT receive all of the pages, please telephone us at (310) 641-8797, or fax us at (310) 641-8798.

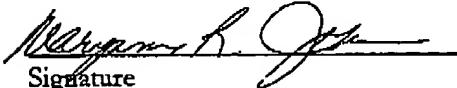
Title of Document	AMENDMENT UNDER 37 C.F.R. 1.111
Transmitted:	
Applicant:	Michael C. Morrison
Serial No.:	09/928,601
Filed:	August 13, 2001
Group Art Unit:	2173
Title:	METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS
Our Ref. No.:	SVL920010047US1

Please charge all fees to Deposit Account No. 09-0460 of IBM Corporation, the assignee of the present application.

By:


Name: Jason S. Feldmar
Reg. No.: 39,187

I hereby certify that this paper is being transmitted by facsimile to the U.S. Patent and Trademark Office on the date shown below.


Signature

Oct. 27 2005
Date

**RECEIVED
CENTRAL FAX CENTER**

OCT 27 2005

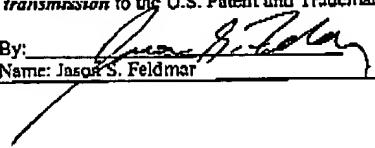
Due Date: October 27, 2005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Michael C. Morrison	Examiner:	Tadesse Hailu
Serial No.:	09/928,601	Group Art Unit:	2173
Filed:	August 13, 2001	Docket:	SVL920010047US1
Title:	METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS		

CERTIFICATE OF MAILING OR TRANSMISSION UNDER 37 CFR 1.8

I hereby certify that this correspondence is being filed *via facsimile transmission* to the U.S. Patent and Trademark Office on October 27, 2005.

By: 
Name: Jason S. Feldmar

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

We are transmitting herewith the attached:

Transmittal sheet, in duplicate, containing a Certificate of Mailing or Transmission under 37 CFR 1.8.
 Amendment Under 37 C.F.R. §1.111.

CLAIMS PRESENT

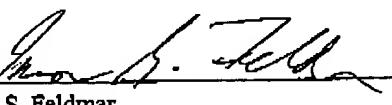
Claims Remaining:	Highest Number Previously Paid For:	Number Extra	Rate	Fee
Total Claims				
39	39	0	x \$50.00	= \$0.00
Independent Claims				
3	3	0	x \$200.00	= \$0.00
MULTIPLE DEPENDENT CLAIM FEE				\$0.00
TOTAL FILING FEE				\$0.00

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers, if appropriate.

Please charge all fees to Deposit Account No. 09-0460 of IBM Corporation, the assignee of the present application. A duplicate of this paper is enclosed.

Customer Number 22462GATES & COOPER LLP

Howard Hughes Center
6701 Center Drive West, Suite 1050
Los Angeles, CA 90045
(310) 641-8797

By: 
Name: Jason S. Feldmar
Reg. No.: 39,187
JSF/mnj

Due Date: October 27, 2005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**RECEIVED
CENTRAL FAX CENTER**

Applicant: Michael C. Morrison
 Serial No.: 09/928,601
 Filed: August 13, 2001
 Title: METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS

Examiner: Tadesse Hailu

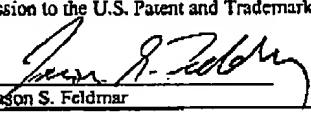
Group Art Unit: 2173

Docket: SVL920010047US1

OCT 27 2005

CERTIFICATE OF MAILING OR TRANSMISSION UNDER 37 CFR 1.8

I hereby certify that this correspondence is being filed via facsimile transmission to the U.S. Patent and Trademark Office on October 27, 2005.

By: 
 Name: Jason S. Feldmar

MAIL STOP AMENDMENT
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

Dear Sir:

We are transmitting herewith the attached:

Transmittal sheet, in duplicate, containing a Certificate of Mailing or Transmission under 37 CFR 1.8.
 Amendment Under 37 C.F.R. §1.111.

CLAIMS PRESENT

Claims Remaining:	Highest Number Previously Paid For:	Number Extra	Rate	Fee
Total Claims				
39	39	0	x \$50.00	= \$0.00
Independent Claims				
3	3	0	x \$200.00	= \$0.00
MULTIPLE DEPENDENT CLAIM FEE				\$0.00
TOTAL FILING FEE				\$0.00

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers, if appropriate.

Please charge all fees to Deposit Account No. 09-0460 of IBM Corporation, the assignee of the present application. A duplicate of this paper is enclosed.

Customer Number 22462
GATES & COOPER LLP
 Howard Hughes Center
 6701 Center Drive Wcst, Suite 1050
 Los Angeles, CA 90045
 (310) 641-8797

By: 
 Name: Jason S. Feldmar
 Reg. No.: 39,187
 JSF/mj

RECEIVED
CENTRAL FAX CENTER

OCT 27 2005

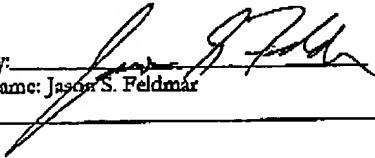
Due Date: October 27, 2005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Michael C. Morrison	Examiner:	Tadesse Hailu
Serial No.:	09/928,601	Group Art Unit:	2173
Filed:	August 13, 2001	Docket:	SVL920010047US1
Title:	METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS		

CERTIFICATE OF MAILING OR TRANSMISSION UNDER 37 CFR 1.8

I hereby certify that this correspondence is being filed *via facsimile transmission* to the U.S. Patent and Trademark Office on October 27, 2005.

By: 
Name: Jason S. Feldmar

AMENDMENT UNDER 37 C.F.R. §1.111

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated July 27, 2005, please amend the above-identified application as follows.